



Energy Consumer Satisfaction Survey

Wave 23: Summary report of findings (July/August 2026 fieldwork)

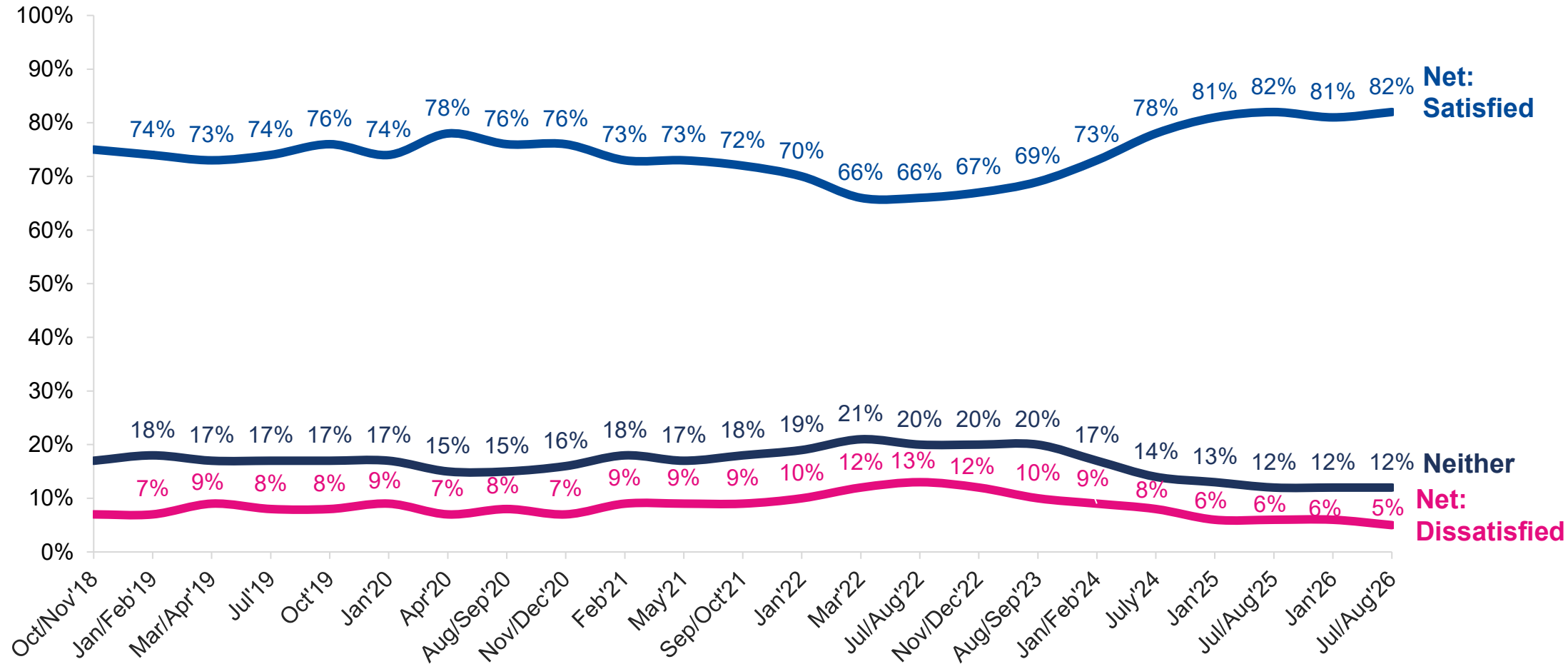
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Overall satisfaction maintains its record high, while dissatisfaction also remains stable

Overall Satisfaction Trended Over Time



Consumers in all financial circumstances continue to report similar levels of satisfaction, with scores remaining stable over time

- **Financial Vulnerability** - the proportion of those classified as “doing well” in our financial vulnerability classification has increased to 49% following a drop in Jan’26 to 44%, though levels have not returned to highs recorded in Jul/Aug’25 (53%). The share of the most financially vulnerable group has dropped to 15% from 18% in Jan’26.
- When considering the **individual measures that contribute to financial vulnerability**, a greater proportion say they will be able to save money in the next 12 months compared to Jan’26 (from 47% to 51%), though this is still lower than levels recorded in Jul/Aug’25 (55%).
- More customers state they could afford to pay an unexpected, but necessary expense of £900 (from 51% to 58%), though similarly, levels are not as high as those recorded one year ago (62%).
- A smaller proportion of customers report that they have had to borrow or use more credit in Jul/Aug’25 (25%), when compared to Jan’26 (28%).
- **Overall satisfaction reported by each group remains in line** with Jan’26. Those ‘doing well’ continue to be the most satisfied (90%), while those in the most financially vulnerable group are least satisfied (71%).

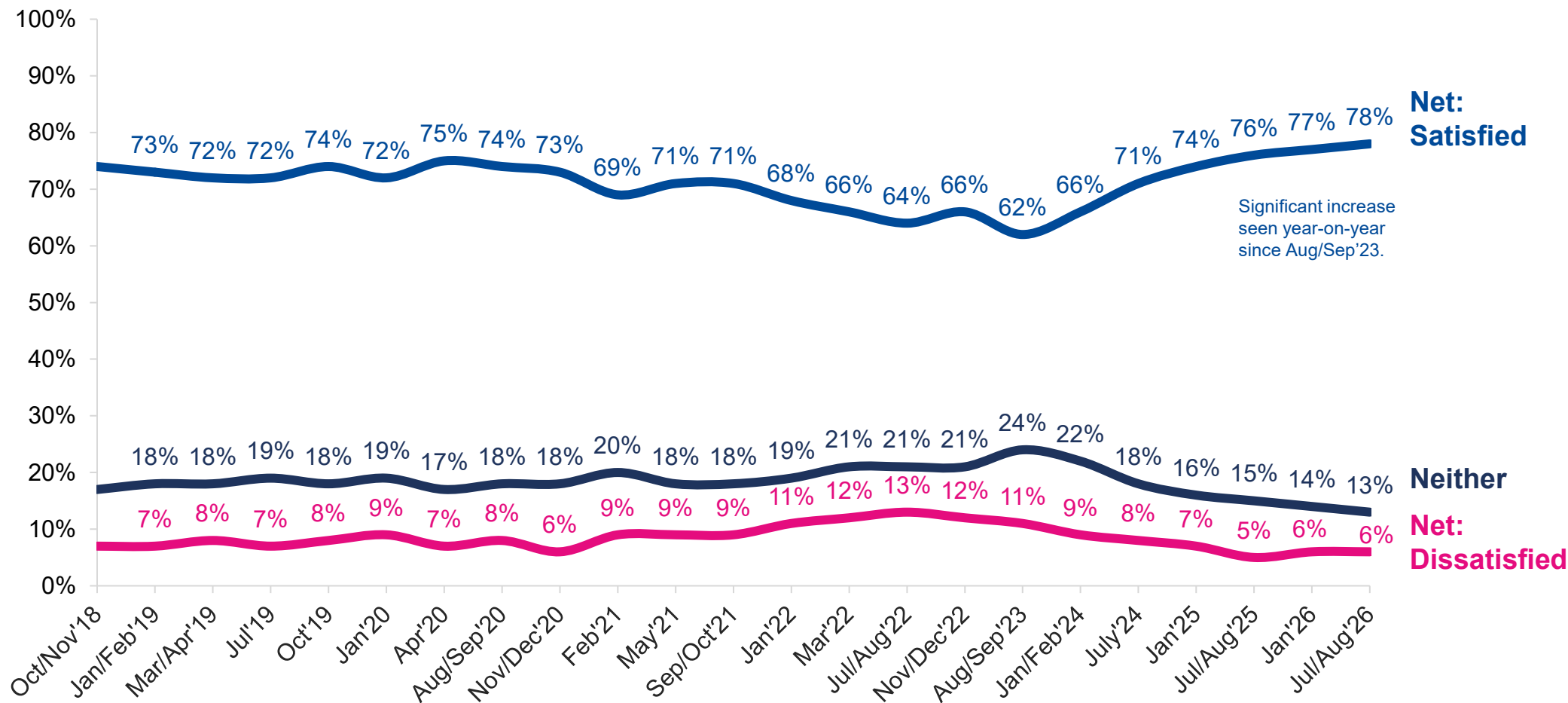
Financial Vulnerability Groups*	Aug/ Sep’23	July’24	Jan’25	Jul/Aug’ 25	Jan’26	Jul/Aug’ 26
Doing well	36%	42% ▲	46% ▲	53% ▲	44% ▼	49% ▲
Getting by	16%	16%	14% ▼	13%	13%	13%
Vulnerable	20%	18% ▼	17%	15% ▼	19% ▲	17%
Highly vulnerable	21%	17% ▼	17%	12% ▼	18% ▲	15% ▼
Uncategorised	7%	6%	6%	7%	6%	6%

Overall Satisfaction by Financial Vulnerability	Aug/ Sep’23	July’24	Jan’25	Jul/Aug’ 25	Jan’26	Jul/Aug’ 26
Doing well (% satisfied)	77%	85% ▲	88% ▲	88%	88%	90%
Getting by (% satisfied)	74%	79% ▲	79%	83%	82%	82%
Vulnerable (% satisfied)	64%	71%	73%	73%	73%	76%
Highly vulnerable (% satisfied)	57%	69% ▲	70%	71%	70%	71%



Customer service satisfaction continues to trend upward and is now at a record high

Overall Satisfaction with Customer Service Trended Over Time



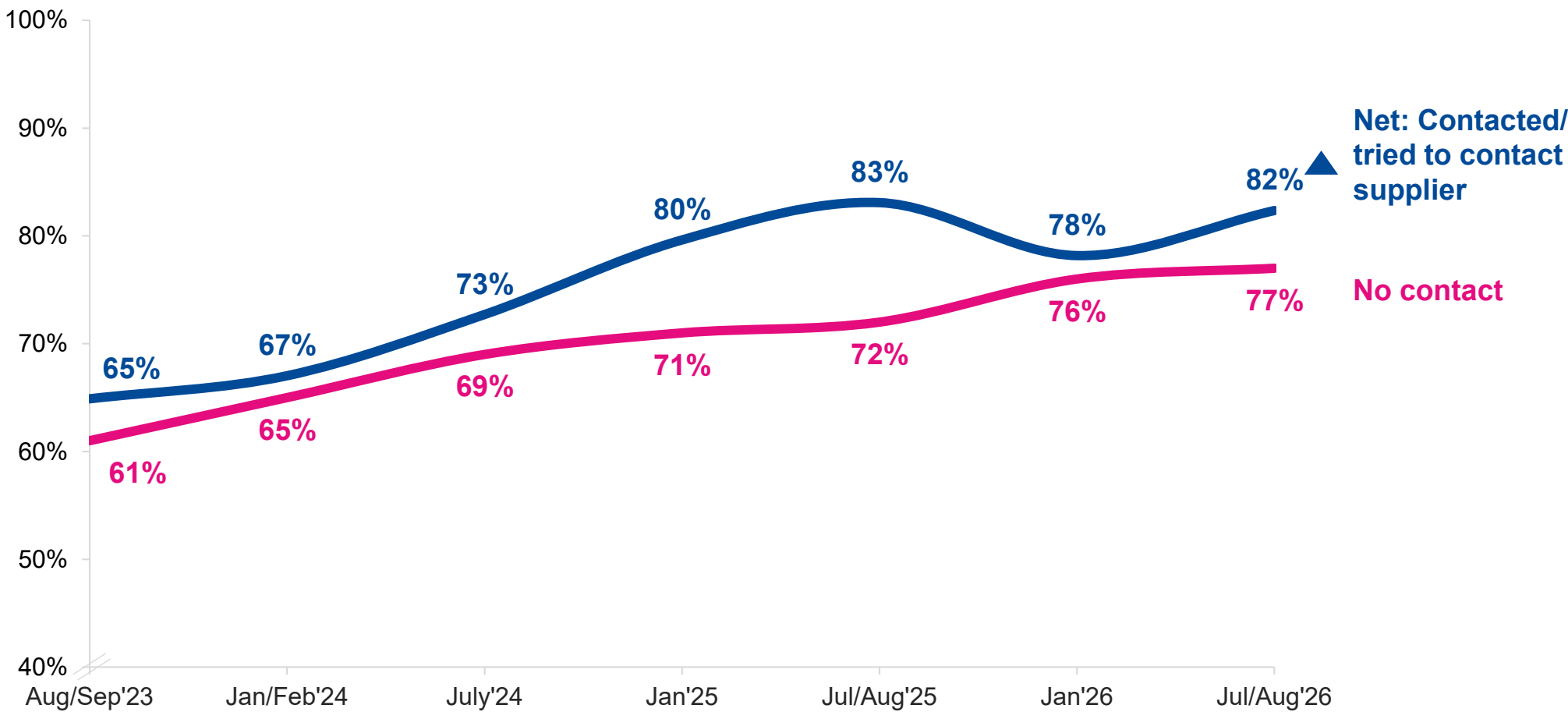
Source: A7. Overall, how satisfied or dissatisfied are you with the customer service you have received from [supplier]. Base: All respondents (3,707).

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No significant differences between Jul/Aug'26 and Jan'26 recorded.

Customer service satisfaction recovers among customers who contacted or tried to contact their supplier; satisfaction among those with no contact stays at a record high

Customer service satisfaction by contact over time – % net satisfied



No significant difference seen year-on-year

▲ Significant difference against Jan'26 at 95% confidence interval



Ease of contacting suppliers reaches an all time high, whilst overall satisfaction for those in contact with their supplier recovers to a record-high



- **Billing accuracy** – four in five (81%) continue to be satisfied with the accuracy of their bills, in line with January 2026.
- **Ease of understanding the bill** has increased to 84% following a dip in January 2026 (82%). Levels return to those recorded in January/August 2025 (85%).
- **Bill delivery timing** – satisfaction with when the bill is delivered remains consistent with January 2026 at 87%.
- **Ease of contacting suppliers** reaches an all-time high of 80%, up from 78% in January 2026. Email is the only method which recorded an increase in ease compared to January 2026 (from 75% to 82%).
- **Satisfaction with information received** has remained stable for the third successive wave at 84%.
- **Complaint handling** – two thirds (66%) of those who made a complaint are satisfied with how the complaint was handled overall, in line with the previous two waves.

Customer Service Metrics	Aug/Sep '23	July'24	Jan'25	Jul/Aug' 25	Jan'26	Jul/Aug' 26
Billing accuracy (% satisfied)	70%	77% ▲	80% ▲	82% ▲	80%	81%
Ease of understanding the bill (% satisfied)	71%	78%	82% ▲	85% ▲	82% ▼	84% ▲
When bill is delivered (% satisfied)	n/a	n/a	87%	90% ▲	87% ▼	87%
Ease of contacting supplier (% easy)	60%	70% ▲	75% ▲	77%	78%	80% ▲
Overall satisfaction for those in contact	71%	77% ▲	84% ▲	86%	81% ▼	85% ▲
Information received (% satisfied)	74%	78% ▲	84% ▲	85%	84%	84%
% that made a complaint*	4%	3%	2%	3%	2%	2%
Handling of the complaint (% satisfied)**	41%	47%	44%	66% ▲	58%	66%

*The figure in the table shows the share of total sample who have made a complaint, the share of those who contacted/tried to contact their supplier to make a complaint is 7%. **Please note that while there are relatively large % point changes in this metric, this isn't a statistically significant increase on the previous wave given a low base size. (Aug/Sep'23: 149, Jan/Feb'24: 101, Jul'24: 124, Jan'25: 89, Jul/Aug'25: 120, Jan'26: 96, Jul/Aug'26: 88).

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▲ Significant difference against previous wave at 95% confidence interval

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The proportion of customers falling behind on their energy bills has dropped to 1 in 10

- **Customers falling behind/running out of credit for affordability reasons** returns back down to 10% of consumers, following an increase to 12% in January 2026.
- **This drop is driven by direct debit customers** – fewer direct debit (from 8% to 7%) customers report falling behind for affordability reasons compared to January 2026. 20% of standard credit customers reporting falling behind, while 15% of prepayment meter customers report running out of credit for affordability reasons – both in line with January 2026.
- Though the proportion of those behind has decreased this wave, Ofgem's debt and arrears indicators** shows that the amount of energy debt is increasing over time, (alongside a recent increase in the number of households in arrears). This may suggest that those in energy debt are taking on greater amounts of debt, potentially making it more difficult to get out of it.
- **Fewer customers reported no contact with their supplier after falling behind**, reversing the increase to 28% recorded in January 2026. For those in contact, this continues to be driven by those who initiated the contact themselves (55%) compared to the supplier (20%).
- **Satisfaction with the support received after falling behind** sits at 67%, in line with January 2026 (72%). Therefore, the drop recorded last wave from 78% in July/August 2025 has been maintained.



Customers Behind On Energy Payments	Aug/ Sep'23	July'24	Jan'25	Jul/Aug' 25	Jan'26	Jul/Aug' 26
% fallen behind/ran out of credit (all payment types)*	12%	10%	10%	10%	12% ▲	10% ▼
% fallen behind on direct debit	9%	7%	7%	7%	8%	7% ▼
% fallen behind on standard credit	27%	20%	17%	20%	25% ▲	20%
% run out of credit on PPM	21%	17% ▼	17%	15%	18%	15%



Supplier Support Metrics	Aug/ Sep'23	July'24	Jan'25	Jul/Aug' 25	Jan'26	Jul/Aug' 26
% contacted by their supplier for support	17%	18% ▲	14%	20% ▲	17%	20%
% contacted their supplier for support	48%	53%	55%	58%	53%	55%
% had no contact	32%	27% ▼	29%	20% ▼	28% ▲	21% ▼
% satisfied with support received	63%	69% ▲	72%	78%	72% ▼	67%

Satisfaction with both smart meters and value for money reach record highs, whilst switching process satisfaction remains in line with January 2026



- **The proportion of customers with a smart meter** has increased to 73% of households overall, the highest figure recorded yet. These figures are in line with DESNZ figures (73%)¹.
- **Satisfaction with smart meters** – the proportion who are satisfied with their smart meter also reaches a record high at 80%.
- **Satisfaction with services received via the PSR** remains in line with January 2026 at three quarters (76%) of those in the PSR.
- **Satisfaction with supplier's value for money** also increases to the highest level yet (72%), up from 69% in January 2026.
- **Satisfaction with the overall switching process and comparing suppliers remains in line** – satisfaction with both elements of switching, the overall process (87%) and ease of comparing suppliers and prices (81%) remain in line with figures recorded in January 2026.

Other Metrics	Aug/ Sep'23	July'24	Jan'25	Jul/Aug' 25	Jan'26	Jul/Aug' 26
% who have a smart meter (for either mains gas, electricity or both)	62%	65% ▲	68% ▲	71% ▲	71%	73% ▲
Satisfaction with smart meter	67%	72% ▲	76% ▲	77%	76%	80% ▲
Satisfaction with services received on the PSR	64%	71% ▲	68%	73% ▲	74%	76%
Satisfaction with supplier's value for money	n/a	n/a	65%	71% ▲	69%	72% ▲

Switching and Comparing Suppliers	Aug/ Sep'23	July'24	Jan'25	Jul/Aug' 25	Jan'26	Jul/Aug' 26
Satisfaction with the overall switching process	82%	85%	86%	85%	87%	87%
Satisfaction with ease of comparing suppliers and their prices	66%	79%	80%	77%	81%	81%





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